

Customer Contact Centre

Customer satisfaction: **81%**



3%

Calls answered within two minutes: **62%**



27%

Calls received

19,537



Average call waiting time

02 34

MINUTES SECONDS



Emails received



5,936



Average speed of answer to email



3 days



Repairs

Customer satisfaction: **90%**



Fixed right first time: **90%**



4%



Repairs reported

5 8 3 7



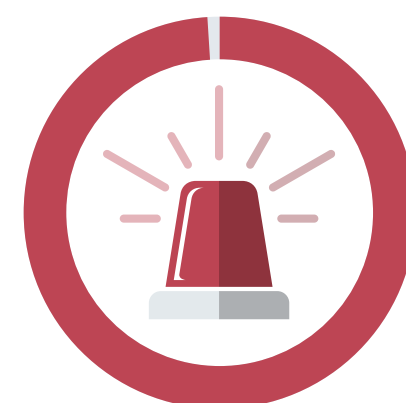
Repairs completed



6,094



Emergency repairs completed within 24 hours: **99%**



1%

Routine repairs completed within 28 days: **80%**



Complaints

Customer satisfaction: **46%**



2%

Formal complaints



Responded to within ten days: **98%**



Top 3 reasons for complaints

Delays/service failures: **35%**



1%

Communication / information: **49%**



3%

Incomplete action: **10%**



3%

Resolution

Upheld: **70%**



Partially upheld: **14%**



Not upheld: **16%**

